

W. 03514A-13-0111
W-03514A-13-0142

ARIZONA CORPORATION COMI



0000149787

UTILITY COMPLAINT FORM

Investigator: [redacted]

Phone: 13 DEC -5 P 12:34

Fax:

Priority: Respond Within Five Days
AZ CORP COMMISSION
DOCKET CONTROL

ORIGINAL

Opinion No. 2013 - 114046

Date: 12/2/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John

Stein

Account Name: John Stein

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85037

is:

Utility Company: Payson Water Co., Inc.

Division: Whispering Pines

Contact Name: [redacted]

Contact Phone:

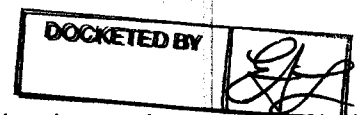
Nature of Complaint:

DOCKET NO. W-03514A-13-0111 OPPOSED INCREASE IN RATES

Arizona Corporation Commission
DOCKETED

DEC 05 2013

Arizona Corp Commission:



This is to inform you of our concern regarding the Payson Water Co's request to raise the rate increase 125%. If their service was acceptable, we understand a small service rate increase could be requested, as cost of living raises. My mother, Patricia Stein Hammond has owned 410 Blackberry Lane in Whispering Pines, near Payson, AZ since 1977. Often had our grandparents and children, with her. Would be forced to bring gallons of water with them, in order to drink-cook-and flush toilets. No water from spigots or little water pressure, or discolored water. Used boiled water as a safety measure.

One summer ecoli was found I their wells/tanks. They chose to advise customers (not to drink the water) on pieces of paper-placed in the fence at gate. Then a week later did the same-to advice customer water was ok. How long would papers stay in fence-with wind-rains-traffic? They know how to reach customers when non payment or to advise shutting off water. Such a serious matter was handled like minor thing.

Our Mother became deathly ill- with flu like symptoms and had to be rushed back to Phoenix to seek medical help. Her digestive organs were affected and to this day, is unable to drink the water. Still has to take medicine for digestive disorder.

The water co excuse of no water & pressure was heavy use through summer, from guest, visitors, watering yards & etc.

United Utilities & now Payson Water Co were derelict in servicing wells-pumps-& equipment. No testing or little done for years. Many years the community was put on high numbers so gardens, bushes, trees died. Yet live 80 yards from E. Verde River. Often no water flowing, so as fish died & no fishing less camping & enjoying nature in our forests.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Last 2 companies, who owned them, do not have service to contact them in timely manner. Billing dept. was in Puerto Rico. Besides not being able to understand employees was not helpful in

processing your request. Now unable to reach by phone as have to leave voice message & good luck getting a call back. When paying bill, use automatic pay, for years. Bill shows owe 0 balance yet months would go by and then an Oriental person would call and advise bill in arrears. What happened to normal billing. Talked to dozens of neighbors & they have same complaint of not being able to reach & talk to them! 125% INCREASE IS RIDICULOUS. NIP THAT IN THE BUD-PLEASE!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 12/2/2013

Opinion No. 2013 - 114046

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2013 - 114054

Date: 12/2/2013

Complaint Description: 05C Quality of Service - Customer Service Contact
N/A Not Applicable

First:

Last:

Complaint By: **Paul** **Calebaugh**

Account Name: Paul Calebaugh

Home: (000) 000-0000

Street: _____

Work:

City: Gilbert

CBR:

State: AZ Zip: 85234

is:

Utility Company: **Payson Water Co., Inc.**

Division: Geronimo Estates

Contact Name:

Contact Phone: (____) _____

Nature of Complaint:

DOCKET NO. W-03514A-13-0111 OPPOSED RATES

Name: Paul Calebaugh

Date: 11/16/2013

Address:

Phone:

CityStateZip: Gilbert, AZ

Cell:

Docket: W-03514A-13-0111

DocketNo:

Utility: Payson Water Company

Position: Con

Email: pcalebaugh@gmail.com

Comments: I am against the enormous proposed rate increase, as Payson Water Company has not explained to its customers how this project would be of benefit to its customer base, how it improves service, and why it will require such a large permanent monthly fee increase to support. On October 25th I emailed the company to attempt to obtain such an explanation, and they refused to provide any details in writing back to me. Below are the questions I attempted to ask. Until all customers have answers to these questions, I respectfully request the Corporation Commission deny this application until Payson Water Co. offers A FULL AND COMPLETE answer to these questions. FROM: Paul Calebaugh [mailto:pcalebaugh@gmail.com] SENT: Friday, October 25, 2013 1:32 PM TO: info@jwwater.net SUBJECT: Rate Increase Proposal for Geronimo Estates Customers I have read your proposed application for rates increases, and would like some more information. I am a homeowner in Geronimo Estates, and am impacted by this proposal. 1. Why do we need this infrastructure upgrade at this time - I have not experienced any disruptions in service under the existing system. 2. If we did hook into the Cragin Project, how specifically does this benefit MY service in Geronimo Estates? 3. Why are you not seeking a one-time capital improvement levy, but rather a permanent rate increase for all service areas? What is the rate

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

increase supporting, besides this hook-in capital project? 4. What alternatives were considered to this project, and why is this the best option for the residential service customers? I would appreciate a response so I can consider whether I am in favor of this proposal, or not. Thanks. Paul Calebaugh PWC Account # 58339-16810

Questions to the company:

Why were customer concerns unanswered by company?

Has the customer been offered a copy of the application submitted for an increase in rates?

Please contact the customer and provide a written response to the Commission.;

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

These concerns filed as an opinion in Docket. Inquiry sent to company for response.

End of Comments

Date Completed: 12/2/2013

Opinion No. 2013 - 114054
